MCI Communications Corporation

1801 Pennsylvania Avenue, NW
Washington, DC 20006

99-26

March 16, 1999

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street, NW, Suite 480
Washington, D.C. 20554

Dear Mr. Hatfield:

Pursuant to §63.100 of the Commission's Rules, MCIWorldCom is submitting the Final Service Disruption Report covering the disruption of service MCI WorldCom experienced on February 24, 1999 at Riverdale, Illinois.

If you have any questions regarding this outage, please do not hesitate to call me directly.

Respectfully,

Bradley C. Stillman

Attachment

cc: Robert Kimball

FINAL SERVICE DISRUPTION REPORT

02/24/99

DATE OUTAGE BEGAN.....: 02/24/99
TIME OUTAGE BEGAN .....: 8:49 am EST

DATE OUTAGE RESOLVED.....: 02/24/99
TIME OUTAGE RESOLVED .....: 1:40 pm EST

DURATION.....: 4:51

GEOGRAPHICAL AREA OF OUTAGE.: Eastern United States

LOCATION.....: Riverdale, IL

NUMBER OF CUSTOMERS OR CIRCUITS AFFECTED: Not Available

ESTIMATED # OF BLOCKED CALLS: 454,506 blocked calls

TYPE OF SERVICE AFFECTED....: 800 Service

APPARENT OR KNOWN CAUSE OF THE INCIDENT:

The root cause of the problem has been isolated to a congestion condition on the Riverdale, IL Service Control Point (SCP) which resulted in 800 service calls from the DMS switch network timing out and failing.

METHODS USED TO RESTORE SERVICE:

1. The SCP was manually taken out of service to force requesting systems to route to the mated pair SCP. Once the SCP was isolated, all 800 queries began processing successfully through the Nashville, TN SCP.

2. The SCP was restarted to clear the congestion condition.

STEPS TAKEN TO PREVENT RECURRENCE:

1. DEC, the equipment vendor, identified a program correction for the congestion condition. The correction is scheduled for deployment on March 26th, 1999.

APPLICABLE BEST PRACTICE(S):

Network Reliability Council, A Report to the Nation
Section C, Software and Switching System Reliability

Reference 5.4.3.8 Isolation of Faults/Containment of System faulty software or processes need to be isolated as far as possible from the rest of the system and the impact to the system constrained to the smallest system components possible.

ANALYSIS OF EFFECTIVENESS OF BEST PRACTICES:

MCI has reviewed the Best Practices recommendations outlined in sections 5.4 and supports these recommendations. MCI agrees and utilizes these best practice recommendations as outlined. The MCI standard installation and operating practices address hardware installation practices and software recovery fixes for prevention in the future. All system recovery actions were followed by MCI in this situation.